

April 8, 2021 Update

To our valued customers,

In response to COVID-19, we are committed to acting in a responsible manner, while ensuring that you get the service you need. Your health and safety and that of our employees will always be a top priority.

As an essential business, our trade stores and wholesale operations across the Northeast remain open.

Below is an update on our operations and an overview of the steps we are taking to keep everyone safe.

- We have enacted safety precautions across our locations. Please observe the protocols posted on site which include maintaining a distance of 6 feet between you and others, wearing a face mask in states or cities where required, refraining from handshakes and other physical contact, and not entering our office area or warehouse.
- You may continue to place orders online or by phone/email if that is your preference. If you don't have a login to access your account online, request one [here](#).
- We continue to follow CDC/state guidelines across all R.I.M. Plumbing & Heating Supply locations which, in addition to the measures noted above, include washing hands often and keeping frequently touched surfaces clean and sanitized.
- The health of every employee is being monitored daily. Employees who are sick, or whose family member(s) are sick, with cold or COVID-19 symptoms must stay home until they receive a negative COVID-19 test.
- Customers with colds, coughs or other symptoms, as well as those who have a family member in quarantine, may not enter any R.I.M. Plumbing & Heating Supply location.
- Following strict safety protocols, our Sales Representatives and General Managers are available for in-person visits once again.

- R.I.M. Plumbing & Heating Supply trainings, seminars and gatherings are allowed as long as they follow their state's gathering limits and CDC guidelines such as wearing facemasks and social distancing.
- Deliveries to businesses and residences will be curbside only to reduce unnecessary contact. Limited exceptions may be made for situations that warrant it.
- R.I.M. Plumbing & Heating Supply employees are prohibited from taking international and domestic flights for business reasons.

Our showrooms continue to be open to the public and follow the same strict safety protocols. For guest's convenience, we advise scheduling an in-person appointment ahead of time. We are also available for virtual consultations. You can find more information and showroom contact details at [www.rimsupply.com](http://www.rimsupply.com).

We recognize COVID-19 as a serious health issue. Our management team is prepared and monitoring all situations that could impact our business on a daily basis.

We will continue to update you about our response efforts as circumstances develop.

Stay well,

Richard Campbell, Jr.  
President